

DMV Full Service Offices (red outline, blue fill)

Branch Offices (no Agents)

Cheshire Testing Center (by appointments only)

P.L.C.

AAA Offices

Commissioner

Accomplishments & Enhancements

January 2011 - December 2012

Fiscal

Results Based Accountability (RBA)

2013 Report Card

Organization/Lean

CIVLS

Connecticut Integrated Vehicle and Licensing System

CVSD

Commercial Vehicle Safety Division

License Statistics

Registration Statistics

Commissioner

THE OFFICE OF THE COMMISSIONER

The **Office of the Commissioner** provides executive oversight to the agency, formulates policy, initiates and approves projects that improve efficiency and agency effectiveness. The agency's customer centric focus is driven throughout the Department of Motor Vehicles from the Commissioner's Office to all Divisions. The Commissioner's Office focus is on customer service along with managing the agency. Though both the Commissioner's and Deputy Commissioner's secretary customers' concerns are handled on a daily basis. Legislative inquiries and concerns are primarily handled by the Commissioner's Executive Assistant, Michael Bzdyra, on a daily basis also.

The agency is now divided into Divisions with Division Chiefs reporting directly to the Commissioner or Deputy Commissioner (see organization chart). We have eliminated 20% of DMV managers and reallocated our resources to customer service areas. Division Chief is now the top title in the organization and this has assisted in creating a stronger team approach throughout and enhanced communication within DMV.

Our DMV Evolution (LEAN) process has proven extremely successful in assisting a culture of change. This policy decision is from the Commissioner's Office but very much an employee driven process. The directive has consistently been to do what is required by statute and regulation along with examining each and every process to eliminate waste and measure what matters. There is more detail on this later on in the report.

CIVLS, our modernization of our computer system is moving forward. We expect to have Registration moved over to the new environment in September. Licensing will follow by the end of this year. See tab on CIVLS for more detail information.

The mission of the Connecticut Department of Motor Vehicles (DMV) is to promote and advance public safety, security and service through the regulation of drivers, their motor vehicles and certain motor vehicle-related business. We work each and every day to accomplish our mission.

Accomplishments & Enhancements

January 2011 - December 2012

This list was compiled by the managers at my request at 1/7/13 manager meeting. I asked them to break up into 4 groups and list the changes we have made since January 10, 2011. The list is as follows:

DMV ACCOMPLISHMENTS AND ENHANCEMENTS

January 2011 - December 2012

- **ADMINISTRATIVE**

- Management Structure Change
 - Organization changes/department relocations
 - Oversight/Staffing of Weigh Stations moved to DMV
 - Motor Carrier Education Events – Weigh Stations
 - Handicap Driver Training Unit relocation to DSS/BRS
 - 20% Reduction in Management Staff
- Developed Standardized Operating Procedures (SOP) Format
- Developed Standard Policy Format
 - Established Attendance Policy
- Establishment of Monthly Meetings w/ Managers and Divisional Operational Meetings
- Increased use of Microsoft Outlook and updating to 2010
- Increase in External outreach
 - Regular meetings with School Bus Industry and Driving Schools
 - Customer Referrals
- Resurrect Diversity Team
 - Ran articles to strengthen diversity
- Use of Learning Management System (LMS)
- Increase in Internal Communications
 - Information sharing w/ DMV Staff
 - Cross-training of staff
- New Hires
 - Orientation Training
- AAMVA Region I Conference
 - Host to approx. 400 participants
 - Planning/coordination and program development
- Changes in Legislative Process and Procedure
 - All agency divisions included in all facets of legislative process
- New Emissions Program
 - Administrative Penalties
- Quick Wins (Agency wide - Management Driven)
 - Increase in customer service
- Centralized Bookkeeping
- Expanded Use of Credit Cards
- E-Check Acceptance
- Commissioner's Advisory Committee on Teen Safe Driving
- Mature Driver Working Group

- New PCs and scanners
- Hub concept – Efficiency in service and staffing
- Increased use of online forms
- New Vehicles
- Improved signage
- New Phone system in Willimantic and Enfield
- Vanity Plate Project
 - Working to implement intermingle of number and letters (6 digit) and establish non-issuance of duplicate plates by class
- **DMV MODERNIZATION**
 - Connecticut Integrated Vehicle and License System (CIVLS)
 - Agency-wide CIVLS Training
 - Familiarize staff with new programs (Sand Box Training)
 - Release 1 and 2 of Modernization Project
 - Expanding Online services to include:
 - Regulated Business license renewals
 - Dealer online renewal
 - Invoke Reg bond for bad dealer checks
- **DMV WEBSITE/INTRANET SITE/PHONES**
 - Restructure of website for Public
 - Completed re-write of CDL Website
 - Translator program for 65 different languages
 - Added Forms available for completion On-Line
 - H13 Form– Registration and Title
 - Vessel Registration
 - K-35 – Customer Complaint Form
 - Dealer/Repairer Forms
 - DMV Easy Answers
 - Videos
 - Trac It System
 - IT – Tracks requests for computer service needs agency-wide
 - Facilities – Tracks requests for maintenance agency-wide
 - Customer E-Mail
 - Title Division – Addressing same day.
 - Customer pay over the phone established
 - Phone Center
 - Decreased Customer Wait times
 - Revised Call Center Information and Menus
 - Expanded Intranet
 - Evolution (LEAN) Updates and Tracking
 - Development of IT Intranet site

- **Motorcycle Safety Training Certificate**
 - **No longer a DMV administered test**
 - **DOT certifies and DMV issues license**
- **Expanded Online Services**
 - **IRP Online**
 - **Registration and payment**
 - **Schedule Knowledge Test online**
- **Transferred inquiry capability from Federal System to State System**
 - **Parking violations (increased state revenue)**
- **Passenger Endorsement Review Unit (PERU)**
 - **Taxi, livery, bus endorsements**
 - **In progress: Replace outdated Access database with modern expandable database that will interface with CIVLS**
 - **In progress: Working to develop Pilot to expedite Fingerprint background checks**
- **Driver Services Unit – (Driver Sanctioning, Driver History)**
 - **IID (Ignition Interlock Device) – Driver Services department absorbing legislative IID expansion within existing resources:**
 - **2011 – 500 cases**
 - **2012 – 1300 cases**
 - **2013 – on track to double 2012 cases**
 - **New program to scan Out Of State Violations**
 - **Productivity improvement**
 - **Operator Retraining Program**
 - **Issued and awarded RFP expanding number of providers and included driving schools as eligible providers**
 - **Implementation of Connecticut Impaired Driver Records Information System (CIDRIS)**
 - **Provides automation and electronic exchange of OUI arrest data and documents among local law enforcement, Department of Public Safety, Department of Motor Vehicle, Division of Criminal Justice, and Judicial Branch Superior Court Operations Division**
 - **Federal Motor Carrier CDL Final Rule Compliance Plan**
 - **Medical Records – developed interim scan solution; seeking new FMCSA grant to work with motor carriers to further automate and enhance CDL Medical reports**
 - **Used FMCSA grant to introduce CDL Laptop Testing – minimizing CDL fraud**
 - **Commercial Vehicle Information Exchange Window (CVIEW)**
 - **Enhancement to Portal System for CDL use**
 - **Commercial Driver License Information System (CDLIS) 5.2**
 - **Developed and received FMSCA Plan for compliance dependent on CIVLS access (in progress)**

Fiscal

Fiscal Services Division

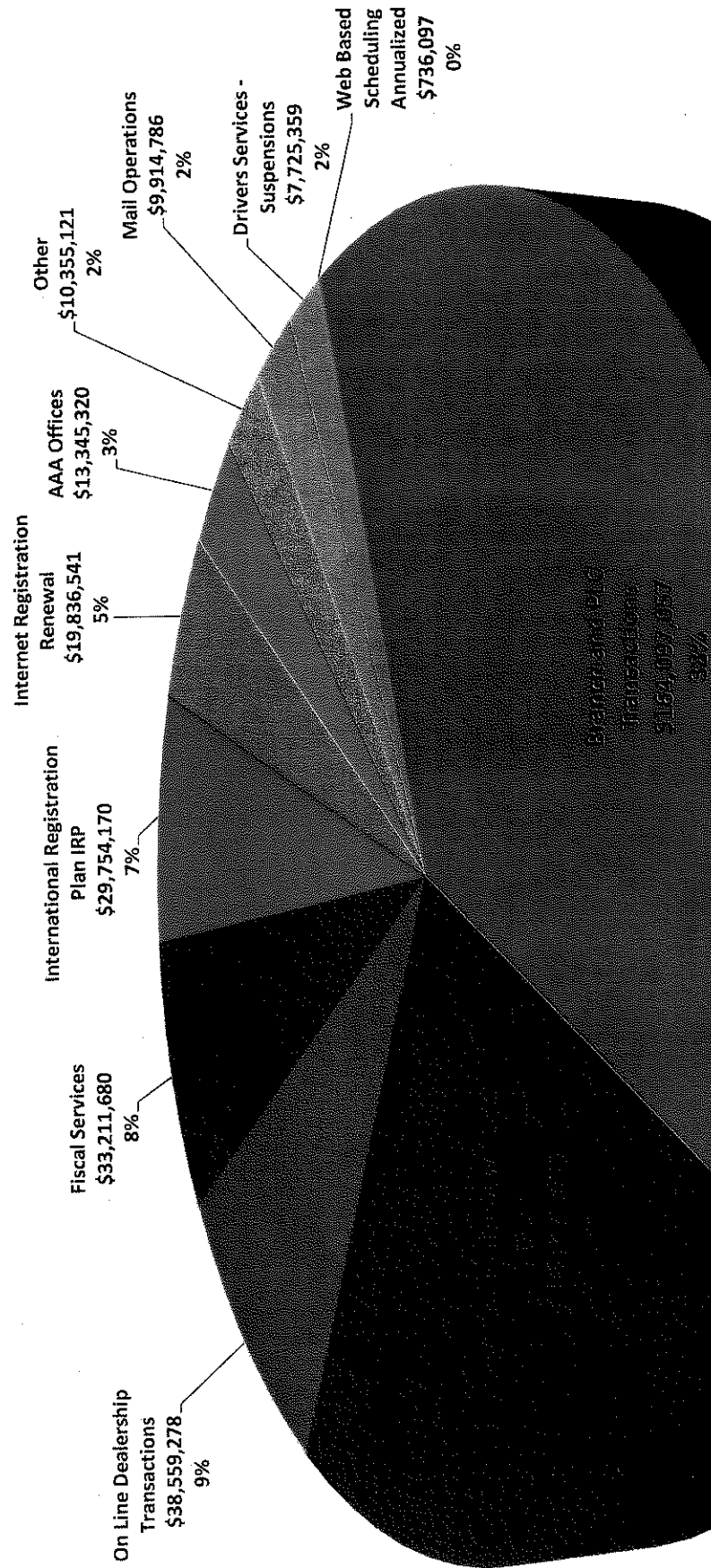
The Department of Motor Vehicle Fiscal Services division is responsible for the collection, reporting and reconciliation of revenues totaling \$ 433 million annually. The agency collects revenue for the Department of Motor Vehicles, Office of the State Comptroller, Office of Policy and Management, Department of Agriculture, Department of Energy and Environmental Protection and the Department of Transportation. These revenues are collected for the General Fund, Special Transportation Fund and the Emissions Fund. The revenues are reported into fifty different accounts through approximately one thousand fee codes. Revenue is collected on an average of \$1.2 million daily. The volume and complexity of revenues require daily reconciliation to our bank accounts. Revenue is reported daily to the Office of the State Comptroller as per state statute.

Fiscal Services is training new management and supervisory staff on state purchasing and asset management policies and procedures.

Fiscal Services is working with the contractor for the Modernization Project (CIVLS) to ensure revenues will continue to be collected and reported in accordance with state statutes, policies and procedures.

Fiscal Services manages an appropriated budget of \$53.9 million.

Department of Motor Vehicle Annual Receipts by Location Fiscal Year 2012



Results Based Accountability (RBA)

2013 Report Card

2013 Program Report Card: Motor Vehicle Registration Renewals – Department of Motor Vehicles

Quality of Life Results: All motorists are safe on Connecticut roadways. All Connecticut residents live in a clean environment.

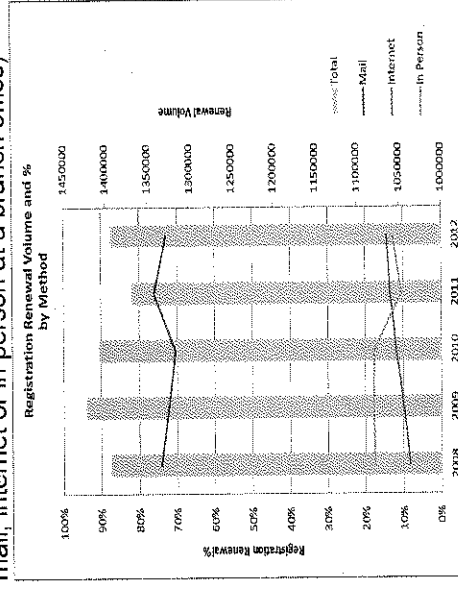
Contribution to the Result: DMV facilitates this through the administration of the registration and renewal processes which require vehicles to be in compliance with various statutory and regulatory requirements including safety, insurance and emissions.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 12	Not available. DMV budgets in accordance with state requirements and standards. These practices do not provide budgeting to this level of detail.			
Estimated SFY 13				

Partners: DAS BEST, OPM, State Treasurers Office, Peoples Bank (contractor), Connecticut municipalities, insurance companies

How Much Did We Do?

Number of renewals by calendar year and how the renewals were completed (percentage by mail, internet or in person at a branch office)

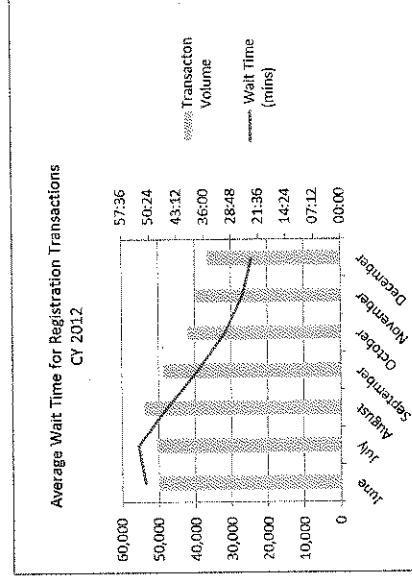


Story behind the baseline: The number of renewal remains relatively constant each year (1.4M +/- 2%). The percentage of renewals completed online has slowly, but steadily grown. Initially online renewals which are more costly to process than mail renewals supplanted mail renewals. However, starting in 2011 mail renewals returned to previous levels and the online renewals appear to increasingly be used by people who would otherwise have renewed in person. (Renewal transaction costs: mail - \$0.14, online - 1.3% of registration fee, in person renewal costs aren't available)

Trend: ▲

How Well Did We Do It?

Average wait times by month for registration transactions done in branch offices

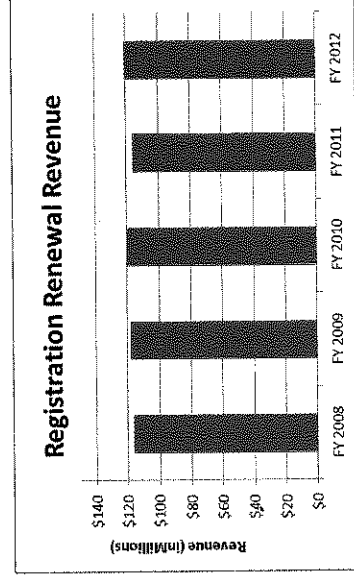


Story behind the baseline: In May 2012 DMV completed the installation of a new queuing system in all of the branch offices. The system segregates wait time by transaction type. DMV has been using this data to make changes to decrease wait times. As the chart shows during the seven months the data cover wait time decreased by 49%. This is more than would be caused by the 32% decrease in registrations.

Trend: ▲

How Well Did We Do It?

The revenue generated from registration renewals.



Story behind the baseline: As with the number of registration renewals, the amount of revenue generated has remained relatively constant (\$118M +/- 2%).

Trend: ▲▲

2013 Program Report Card: Motor Vehicle Registration Renewals – Department of Motor Vehicles

Quality of Life Results: All motorists are safe on Connecticut roadways. All Connecticut residents live in a clean environment.

Is Anyone Better Off?

Number of Vehicles Compliance Issues
Corrected as part of Registration Renewal

2012

Tax/ Tickets	Emissions	Insurance	Other	Total Resolved
12,244	70,346	1,553	2,781	86,924

Story behind the baseline: In order to renew a registration the vehicle must be in compliance with numerous statutes and regulations including: emission, insurance, property taxes and parking tickets. The Other category in the table includes court ordered registration suspensions, special requirements such as safety inspections, e.g. school bus inspections, and missing information. In 2012 (statistics aren't available for previous years) 86,924 compliance issues were corrected because the vehicles' renewals were withheld pending the correction. (Note: The numbers in the table do not include the total number of outstanding compliance issues when the renewal invitations were sent to the owners. DMV estimates that 16% of all vehicles have compliance issues when the renewal invitations are mailed. For 2012, that equates to 223,000 vehicles. The data also do not include compliance issues corrected at other times during the registration period.)

While figures aren't available, municipal tax collectors report this program is essential to them and it generates significant revenue they would not otherwise receive.

Trend: ◀▶

Story behind the baseline:

Trend:

Proposed Actions to Turn the Curve:

As part of its continuing effort to reduce costs, DMV will begin accepting e-checks in 2013. The processing cost for an e-check is \$.01 much less than either credit card processing fees or mail renewal costs.

DMV anticipates making online renewal available to more classes of vehicles. Currently online renewal is not available for vehicles with compliance issues. DMV is working on a process to make it available for those vehicles after the compliance issues have been resolved. Online renewal will also be expanded to business to allow them to renew multiple vehicles.

DMV is exploring the option of allowing municipalities and car dealerships that can register vehicles to renew registrations.

Data Development Agenda:

Customer Satisfaction Measures – DMV has attempted to capture customer satisfaction data for branch offices through online and mail in survey cards. Neither method has provided valid, usable data. As an alternate to direct measurement, DMV is developing a data base that will allow us to categorize and analyze customer email and phone calls received by the Commissioner's office that address customer service issues. DMV will continue to try to develop workable and affordable customer satisfaction measures.

Renewal Compliance Statistics to capture the number of vehicles with compliance issues when the renewal invitations are printed.

Organization/Lean

Department of Motor Vehicles

Organizational Development and Support Services Division

The Organizational Development and Support Services Division (AKA Planning) is responsible for the following agency functions and activities:

DMV Evolution

- Evolution (i.e., lean management)
 - Evolution Steering Committee and Governance
 - Evolution Projects- Facilitation, Coordinating and Monitoring
 - Kaizen Coordination, Facilitation, and Administration
 - Business Process Improvements
 - Business process benchmarking and operational statistics
 - Communication (working with the Corporate and Public Relations Division)
- Agency Training
- Strategic Planning
- Commercial Vehicle Information System Network (CVISN)
- Agency-related research and benchmark activities (including American Association of Motor Vehicle Administrators)

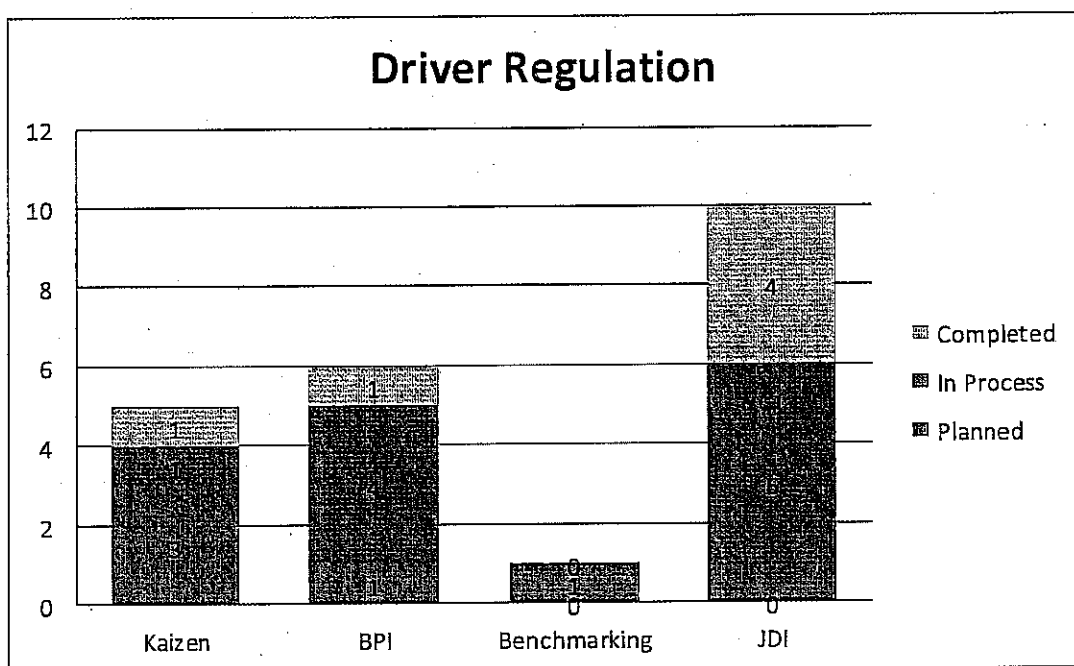
Special Projects

- Connecticut Integrated Vehicle License System (CIVLS)- Release 3 (License Credential and Sanction)
 - Assist with CIVLS Project Manager in the review and approval process for CIVLS R3 use cases and interfaces.
- Procurements of a Secure Driver License Identification Card Issuance Solution Request for Proposal (RFP)
- Results Based Accountability (RBA) DMV Report Card
- Connecticut Judicial Information System
 - Connecticut Impaired Driver Records Information System (CIDRIS)
 - Connecticut Information Sharing System (CISS)
- Traffic Records Coordinating Committee (TRCC)

Evolution Projects (Division Dashboard Examples)

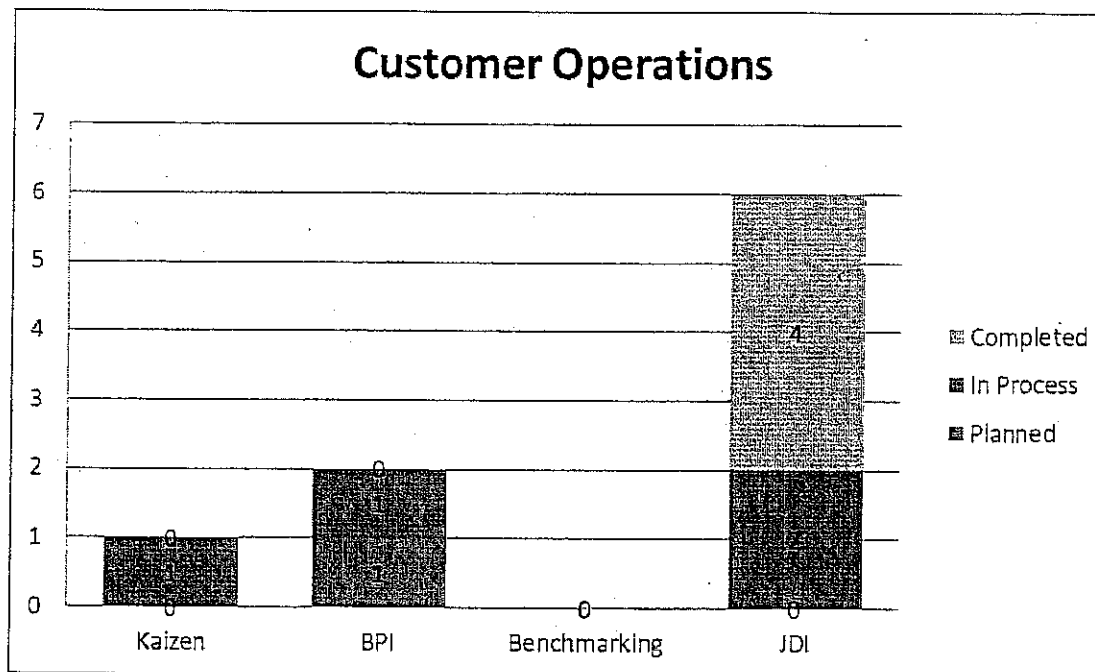
Driver Regulation Division

Driver Regulation	Kaizen	BPI	Benchmarking	JDI
Planned	3	1	0	0
In Process	1	4	1	6
Completed	1	1	0	4
Totals	5	6	1	10



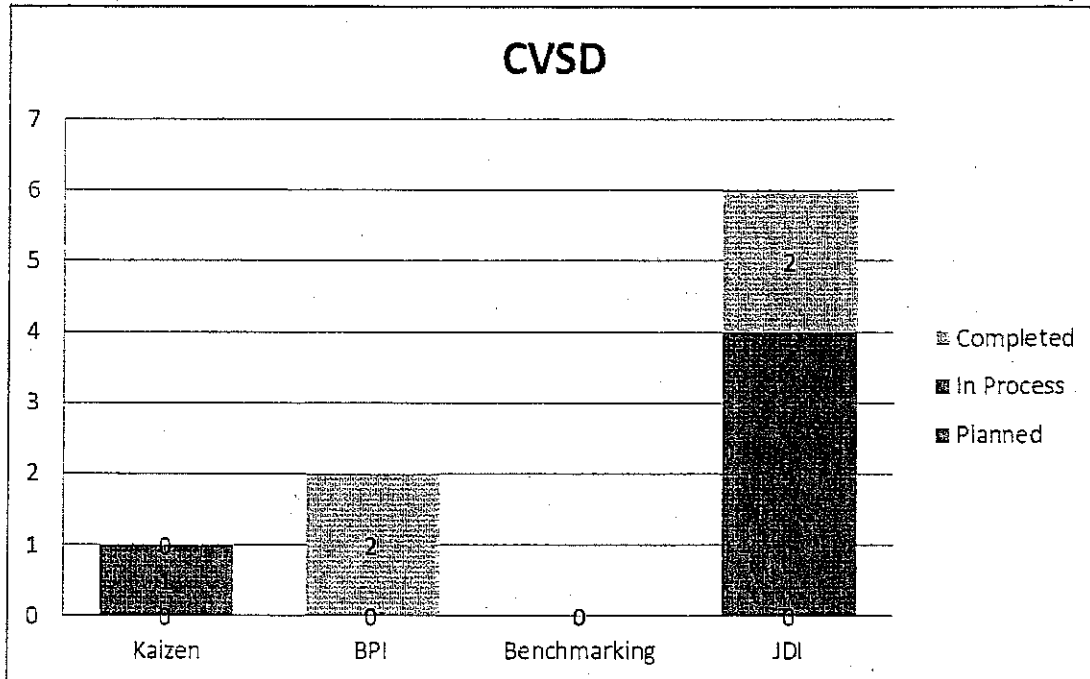
DMV Branch Operations

Customer Operations	Kaizen	BPI	Benchmarking	JDI
Planned	0	1	0	0
In Process	1	1	0	2
Completed	0	0	0	4
Totals	1	2	0	6



DMV Commercial Vehicle Safety Division

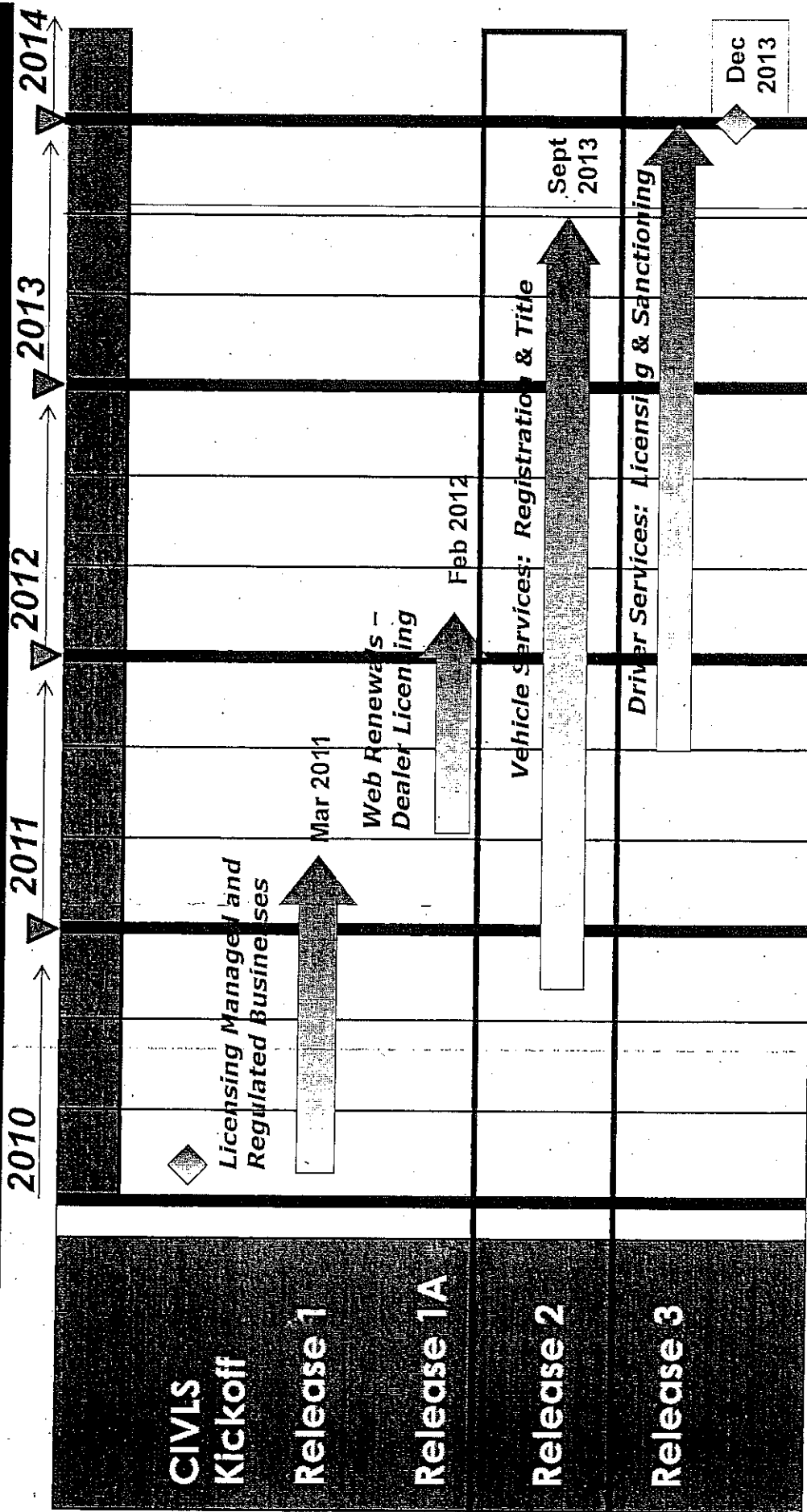
CVSD	Kaizen	BPI	Benchmarking	JDI
Planned	0	0	0	0
In Process	1	0	0	4
Completed	0	2	0	2
Totals	1	2	0	6



CIVLS

Connecticut Integrated Vehicle and Licensing System

CIVLS Project Timeline



CONNECTICUT INTEGRATED VEHICLE AND LICENSING SYSTEM

The CIVLS project is structured as a phased implementation approach with every phase having tangible functional deliverables. The process started with a "discovery phase (SVP)" for overall CIVLS functionality and was followed by several releases, each addressing functional DMV service components.

Solution Validation Phase (SVP) – CIVLS Overall

This initial phase of the CIVLS program identified where the off-the shelf software will have to be modified to meet DMV requirements. A general rule of thumb with a MOTS solution is that you don't want to have to modify more than 30% of the software. The initial results of the SVP indicated that the software was a good match and approximately 16% of the MOTS solution has to be modified to accommodate DMV requirements; however a deeper dive in the understanding of Connecticut's specific statutes/regulation/rules must take place in order to fully understand the scope of the entire modification efforts. This detailed analysis takes place in each structured release and is referred to as joint application development (JAD) sessions.

Release 1 (R1) – Business Licensing (Dealers/Repairers Licensing, and Driving School Licensing) Infrastructure, Imaging, Customer Database, Base Fiscal functionality

As was mentioned, the Project is structured as a phased implementation approach as many other Modernization efforts have failed that have attempted a "big bang" strategy. DMV also has worked with the vendor to ensure that all functionality was at least minimally placed into production so that all parties could understand (and make any necessary adjustments) the ramifications of some of the new functionality being offered such as document imaging, customer centric approach etc. R1 (the first release in the CIVLS project) went live in March of 2011 and included more functionality than was originally anticipated in order to meet this objective, but did not introduce expanded web functionality in the testing environment as was the original goal. The additional functionality included the release of a business function, document imaging and the expansion of internet options using our current web environment.

In the first quarter of 2011, DMV and BEST reached an agreement with the primary CIVLS contractor, SAIC and its subcontractor 3M, to have 3M complete the remainder of the project. Given that 3M has developed the MOTS solution that is currently in production in other jurisdictions this arrangement was developed in an effort to ensure the successful implementation of this project.

Release 1A (R1A) – Business Licensing – Internet Renewals

The CIVLS project is adhering to its original structure of four releases but has opted to include a release (R1A) for the introduction of a web application (which is scheduled for production in the first quarter of 2012). This release provides "lessons learned" so that the implementation approach can be modified if necessary prior to the larger web applications that will be deployed in R2 and R3.

Currently, approximately fifty percent of the Dealers are now utilizing this service.

RBA Baselines & Measures

How will we know if we are successful?		Performance Measures/Indicators (how much, how well, better off?)
I.	Reduction in number of CT citizens (customers) who have to travel to DMV branch offices for DMV services through CIVLS expansion of web service offerings	<p>A. Increased number of web services and CT citizen web utilization for common (simpler) DMV transactions, for example:</p> <p>A.1. Increase # and % <u>Registration Renewals</u> via Web</p> <p>A.2. Expand and enhance # and % of web-transacted Vanity Plate services</p> <p>A.3. (new) Introduce and track # and % <u>Replace/Cancel/Lost</u> transactions conducted via web services</p> <p>A.4. (new) Introduce and track # and % <u>Reg Reprint</u> requests via Web</p> <p>A.5. (new) Introduce and track # and % customer "pre-processing" inquiries for compliance prior to traveling to DMV offices (e.g. tax compliance, parking ticket compliance, emissions compliance, insurance compliance, etc.)</p>
II.	Increased CT citizen access to DMV services by enhancing and expanding the number of services provided through Partners (e.g. Dealers, AAA)	<p>A. Increased number of services provided via Partners</p> <p>B. Increased consistency of quality of service delivery (relative to compliance) for services provided via Partners, for example:</p> <p>B.1. Baseline #, type of compliance error, and resulting impacts for current DMV Partner services – i.e. track/measure the frequency and impact (to Dealers, CT citizens, and DMV staff) of services performed with compliance issues</p> <p>B.2. Baseline title turnaround times for Dealer transactions</p>
III.	Reduced "rework" for both customers and DMV staff resulting from inaccurate or incomplete paperwork to support DMV service transactions	A. Baseline/Track frequency, root causes, and impacts of current customer "turnaways" – include staff rework impacts
IV.	Improved consumer protection from sales of stolen or unsafe vehicles	A. Track number of instances of stolen or unsafe vehicles attempted to be sold/transferred
V.	Improved consistency of DMV service delivery	A. Baseline and track instances of inconsistent service delivery
VI.	Reduction of paper-based DMV records through integrated electronic storage of DMV records and supporting documentation	A. Baseline current paper storage and retrieval costs
VII.	Revenue enhancements	<p>A. Baseline current Vanity plate sales, and track sales post-CIVLS capabilities</p> <p>B. Baseline emissions late fee collections, and track post-CIVLS collections</p> <p>C. Estimate current uncollected tax revenues due to non-real-time put-ons/take-offs</p>

CVSD

Commercial Vehicle Safety Division

Connecticut Department of Motor Vehicles

Commercial Vehicle Safety Division

Weigh Station Activity Summary Report

CGS §14-270f

Reporting Period July 1 - December 31, 2012

1. Weigh Station Operations:

Weigh Station	Shifts	Signs "OPEN"
Danbury	43	82.50
Greenwich	175	379.88
Middletown	49	133.80
Union	125	826.69
Waterford N/B	35	191.80
Waterford S/B	45	221.20
Total	472	1,835.87

2. Number of Troopers, Weight/Safety (W/S) Inspectors and Inspectors Assigned:

Weigh Station	Troopers	W/S Inspectors	Inspectors
Danbury	25	37	82
Greenwich	191	234	330
Middletown	46	42	110
Union	146	109	245
Waterford N/B	27	33	73
Waterford S/B	36	38	94
Total	471	493	934

3. Number of Vehicles Weighed (Including WIM):

Weigh Station	Weighed
Greenwich (WIM)	102,349
Danbury	11,439
Middletown	14,560
Union (WIM)	133,797
Waterford N/B	9,455
Waterford S/B	14,649
Total	286,249

Connecticut Department of Motor Vehicles

Commercial Vehicle Safety Division

Weigh Station Activity Summary Report

CGS §14-270f

Reporting Period January 1 - June 30, 2012

1. Weigh Station Operations:

Weigh Station	Shifts	Signs "OPEN"
Danbury	119	263.01
Greenwich	193	244.28
Middletown	19	34.80
Union	135	920.25
Waterford N/B	58	298.20
Waterford S/B	39	185.45
Total	563	1,945.99

2. Number of Troopers, Weight/Safety (W/S) Inspectors and Inspectors Assigned:

Weigh Station	Troopers	W/S Inspectors	Inspectors
Danbury	119	56	154
Greenwich	255	191	368
Middletown	14	16	35
Union	192	130	288
Waterford N/B	44	46	102
Waterford S/B	27	25	81
Total	651	464	1,028

3. Number of Vehicles Weighed (Including WIM):

Weigh Station	Weighed
Greenwich (WIM)	58,398
Danbury	33,654
Middletown	6,297
Union (WIM)	160,053
Waterford N/B	16,039
Waterford S/B	10,888
Total	285,329

License Statistics

MW6875-20130205
 MW6875 - LICENSE STATISTICAL REPORT - 02/05/2013
 ACTIVE (VALID/SUSPENDED) - NON-EXPIRED LICENSES
 TOTAL
 ON FILE

LICENSE COUNTS BY CLASS

CLASS A	39,236
CLASS B	44,873
CLASS C	2,049
CLASS AM	0
CLASS BM	0
CLASS CM	0
CLASS 1	0
CLASS 2	13
CLASS-D	2,459,930
CLASS 1M	0
CLASS 2M	1
CLASS M	0
TOTAL ACTIVE LICENSES	2,546,102
TOTAL ACTIVE NCDL LICENSES	2,459,944
TOTAL ACTIVE CDL LICENSES	86,158

NON-CDL STATUS FOR CDL LICENSES

VALID	85,549
SUSPENDED	609
DISQUALIFIED	0

NON-CDL STATUS FOR NCDL LICENSES

VALID	2,427,081
SUSPENDED	32,821
DISQUALIFIED	42
GRAND TOTAL	2,546,102

CDL STATUS FOR CDL LICENSES

VALID	84,964
SUSPENDED	0
DISQUALIFIED	1,194
DOWNGRADE	0
CANCEL	0
OTHER	0

CDL STATUS FOR NCDL LICENSES

*** (NOT ALL NCDL LICENSES HAVE A CDL STATUS)

VALID	0
SUSPENDED	0
DISQUALIFIED	1,281
DOWNGRADE	116
CANCEL	6
OTHER	0
GRAND TOTAL	87,561

ENDORSEMENTS

T=TANDEM	9,902
N=TANK	25,494
H=HAZMAT	1,113
X=N & H COMBINED	7,412
P=PASSENGER	22,043
S=SCHOOL BUS	9,063
V=STV	4,652
A=ACTIVITY VEHICLE	8,341
F=TAXI/LIVERY	20,320
M=MOTORCYCLE	212,009
Q=FIRE APPARATUS	31,569
GRAND TOTAL	351,918

RESTRICTIONS

Registration Statistics

CLASS CODE/ SUBCODE	MASTER RECORDS READ	ACTIVE MASTERS READ	CANCELLED MASTERS READ	XREF MASTERS READ	EXPIRED MASTERS READ	RECORDS WRITTEN	RECORDS SELECTED FOR RENEWAL
01	3,812,115	2,180,849	148,710	83,009	1,399,547	68,960	68,960
02	114,291	66,849	2,560	3,216	41,656	56,525	56,525
03	555,304	330,789	18,195	10,847	195,463	9,415	9,415
04	9,325	6,547	278	133	2,267		
05	2,234	1,639	98	87	410		
06	1,294	984	29	89	182		
07	1,818	1,056	38	20	704		
08	2,387	1,070	226	118	983		
09	4,064	2,382	58	96	1,528		
09/2							
10	50,990	33,601	867	2,293	14,229	32,510	32,510
10/6	12,131	7,767	378	561	3,425	6,729	6,729
11	251,510	169,183	8,471	5,107	68,749	1	1
12	160,589	92,050	8,403	5,615	54,521	2	2
13	754	482	17	10	255	482	482
14	420	170	7	139	104	2	2
15	11,690	6,707	326	453	4,204	224	224
16	295	123	17	1	154	1	1
17	5	2		1	2		
18	1			1			
19	983	588	40		355		
20	4	2		2			
21	211	158	5	8	40		
22	221	106	1	2	112		
23	38	33	1		4		
24	22	22					
25	80,770	54,176	3,810	2,351	20,433	2	2
26	5	5					
27	372	99		1	272		
28	9	5			4	1	1
29	1,232	798	6	11	417		
30	1			1			
31	11,178	5,933	738	174	4,333		
32	2	2		2			
33	479	246	6	46	181	9	9
34	7	3			4		
35	407	312	4	5	86		
36	1,992	924	37	19	1,012	312	312
37	857	706	42	5	104		
38	198	151	1	2	44		
39	5,664	2,621	258	49	2,736		
40	11,396	7,709	82	111	3,494		
41	5	3	1	1			
70	2,804	1,924	77	156	647		
71	1,558	1,095	13	132	318		
72	25,418	24,947			471		
INVL	1						
TOTAL	5,124,940	2,997,159	193,422	114,323	1,820,035	168,446	168,446
TOTAL ACTIVE 6-DIGIT REGISTRATIONS READ							
TOTAL ACTIVE ALL-ALPHABETIC REGISTRATIONS				265,932			
TOTAL IRP RECORDS BYPASSED				80,595			
TOTAL SEASONAL COMMERCIAL				18,688			
				2,401			